

Horndean Surgery

Information regarding patient consultations

The practice is currently offering alternative consultation styles to try and provide the best possible care to its patients. Currently due to Covid 19 we are offering consultations initially via telephone. If following a telephone consultation the clinician decides you need further assessment you may be offered either a video or face to face review, if it is safe to do so. The clinician may also ask you to send a photo image via a secure text messaging service. Please note any digital images you send will be stored in your electronic medical record. You can also seek online advice via our website at www.horndeansurgery.co.uk

Video consultations can provide more visual information and can be more reassuring if you're anxious. If you are offered a video consultation the following information may be useful to you and explain in more detail the process and how to ensure a successful consultation.

- You will need a good internet connection and somewhere quiet so you will not get disturbed.
- You will need a smartphone with a built in camera and microphone.
- Test your audio and video connection and adjust the settings so you can see and hear well [or get someone to do this for you]
- Just before your video consultation, click the connection.
- When connected please say hello and wave so the clinician can see and hear you
- Look at the screen [there is no need to look directly at the camera].
- If all goes well it will feel like a face to face appointment.
- Use the screen camera to show things [e.g. a rash]
- If you get cut off and cant reconnect wait for a phone call.
- Write down and advice or instructions and make sure you understand the next steps[e.g. where to leave a specimen
- When you have both said goodbye disconnect.